

## **Dispute Resolution System**

The College accepts feedback / complaints in hard copy (e.g. form, letter, or fax) or soft copy (e.g. email, social media platform, online messaging) from the public, staff, or students. BCI-FRM-2601 Grievance and Complaint Form may also be used.

Any feedback / complaint from students will be forwarded to Student Service Executive, who will:

- give an acknowledgement or initial response to the student's feedback / complaint within 3 working days.
- channel the student's feedback / complaint related to the respective department to review and take the necessary actions.

The designated staff:

- investigates the complaint.
- replies to the complainant after consulting with the Principal (using BCI-FRM-2602 Reply to Grievance and Complaint Form, if appropriate), and resolving the matter within 7 working days.
- gives a copy of the reply to Student Service Executive for filing.

Where the designated staff is unable to obtain a satisfactory resolution, the matter is escalated to the Principal and resolved via the dispute resolution mechanism described below.

As appropriate, Principal discusses the feedback / complaint with the Management Team to draw learning points. The designated staff then follows up with appropriate actions to improve operations.

## **Feedback Mechanism for Students**

The policy of BCI for dispute is to reach a fair and amicable solution which is acceptable to both parties, the student and BCI.

The aggrieved party, the student, must submit the grievance in writing to BCI.

Principal will assign the designated staff to establish the facts of the case. The designated staff will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.

If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.

If the student declines the solution, the grievance will be referred to the Principal who will review the case and offer a second solution. All these proceedings would be completed within 14 working days and complainants are kept informed of the status.

If the student still refuses to accept the second solution and before the maximum of 21 working days, BCI will propose that the matter be resolved using the Dispute Resolution Scheme of the Committee for Private Education, which is described on the CPE website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) as the mediation centres.